

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE****RECEIVED  
CENTRAL FAX CENTER****DEC 02 2004**

Applicants: A. Hermann et al.  
Serial No. : 09/816,940  
For: METHOD, COMPUTER SYSTEM, AND COMPUTER  
PROGRAM PRODUCT FOR MONITORING SERVICES  
OF AN INFORMATION TECHNOLOGY ENVIRONMENT  
Filed: March 23, 2001  
Examiner: William D. Hutton, Jr.  
Art Unit: 2178  
Confirmation No. : 6950  
Customer No. : 27,623

Attorney Docket No.: 20005778-2

Mail Stop Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

**AMENDMENT**

Dear Sir:

In reply to an Office Action dated July 2, 2004, hereinafter "the Office Action", the period for response having been extended to December 2, 2004, please amend the above-identified application as follows:

**Amendments to the Claims** begin on page 2 of this paper.

**Remarks** begin on page 9 of this paper.